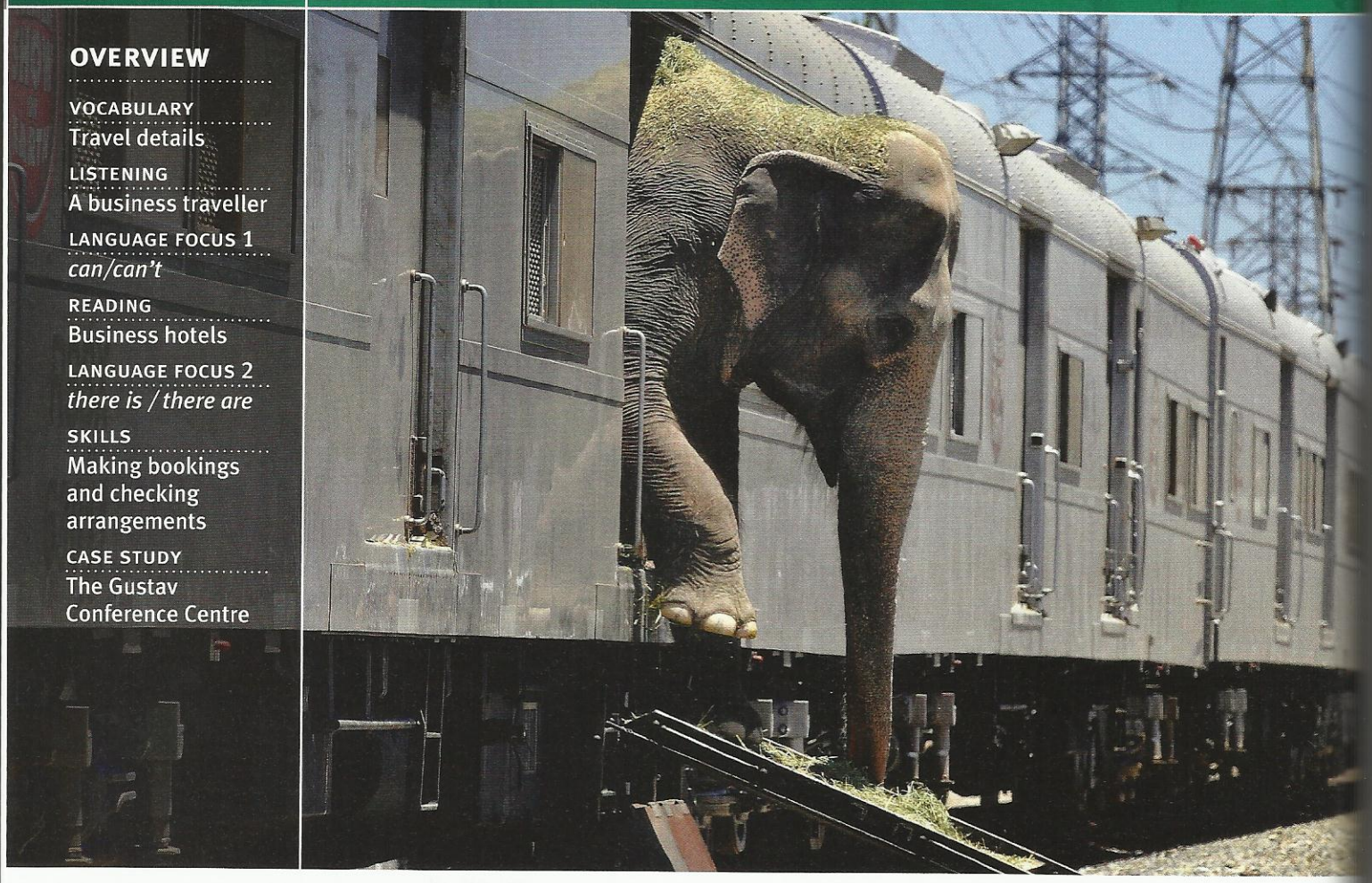
UNIT 4

Travel

'He who lives sees much. He who travels sees more.'
Arab proverb



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CASE STUDY
The Gustav Conference Centre

STARTING UP

A **How often do you travel? Where do you like to go? Do you ever travel on business?**

B **When you travel, which of the following do you like or not like? Write sentences.**

I love meeting new people.
I like eating new food.
I don't mind packing a case.
I don't like flying.
I hate checking in.

- checking in
- waiting for luggage
- going through security checks
- speaking a foreign language
- packing a case
- being away from home
- travelling to the airport/station
- meeting new people
- flying
- eating new food

Can you add any others?

C CD1.47–1.54 **Listen to extracts 1–8. Where (a–e) can travellers hear or say these things?**

a) in a taxi b) at an airport c) at a railway station d) at a hotel e) on a plane

1 ..b.. 2 ..... 3 ..... 4 ..... 5 ..... 6 ..... 7 ..... 8 .....

VOCABULARY

Travel details

A CD1.55–1.58 **Listen to each part of the recording. Then answer these questions.**

Part 1

1 What time is the next train to Manchester?

Part 2

2 Which flight is boarding at gate 23?

Part 3

3 What time does the train leave?

4 Which platform does it leave from?

Part 4

5 The passenger chooses a flight. What time does it leave?

6 When does the flight arrive?

7 What is the flight number?

8 Which terminal does it leave from?

B **People often do these things when they travel. Match the verbs (1–5, 6–10) with the correct phrases (a–e, f–j).**

1 buy	a) security	6 watch	f) a hotel room
2 confirm	b) a ticket	7 take	g) some shopping
3 collect	c) at the check-in	8 book	h) at the hotel
4 go through	d) their flight	9 do	i) an in-flight movie
5 queue	e) their luggage	10 check in	j) a bus or taxi

C **Work in pairs. Put actions 1–10 from Exercise B in order.**

1 buy a ticket, 2 book a hotel room, ...

D **Complete the sentences below using the nouns from the box.**

bill	~~booking~~	call	centre	flight	luggage
passport	password	receipt	reservation	seat	

At the ticket office

1 I need to change my booking.

2 Is there a direct .....?

At the check-in desk

3 Can I take this as hand .....?

4 Can I have an aisle .....?

5 Which way is control?

In a taxi

6 Please take me to the city .....

7 Can I have a ....., please?

At the hotel

8 I have a ..... for two nights. My name's Burkhard.

9 Can I have an alarm ..... at 6.45, please?

10 I'm checking out today. Can I have the ....., please?

11 Can I have the ..... for the Wi-Fi, please?

E **You are expecting a visitor to your company. You need to check your information. Work in pairs.**

Student A: Turn to page 131.
Student B: Turn to page 138.

*See the **DVD-ROM** for the i-Glossary.*

LISTENING
A business traveller

Liz Credé

*Watch the interview on the **DVD-ROM**.*

A CD1.59 **Listen to the first part of an interview with Liz Credé and answer these questions.**

1 Why does she travel to a) Amsterdam? b) Singapore and Chicago?
2 How often does she travel to a) Amsterdam? b) Singapore and Chicago?
3 What is Liz's favourite business location, and why?

B **Liz says she likes flying business class and she likes staying in the same hotel. In pairs, predict why she likes doing those two things.**

C CD1.60 **Listen to the second part of the interview and check your answers to Exercise B.**

D **In pairs, discuss this question.**

Where would you most like to go for a business conference, and why?

LANGUAGE FOCUS 1
can/can't

- We use *can* to say we are able to do something.
  *He **can** program a computer.*
  *I **can't** speak French.*
- We also use *can* to talk about what is possible.
  *'**Can** I get a snack in the bar?' 'Yes, you **can**. It serves food until 11.'*
  *'**Can** I fly direct from Baltimore to Moscow?' 'No, you **can't**. You need to go via New York or Atlanta.'*

page 148

A **Ask people in your class about the languages they can speak.**

A: Can you speak Japanese?
B: No, I can't.

Work in pairs. Try to remember the languages people can and can't speak.

John can speak English and German, but he can't speak Chinese.

B **Put this dialogue into the correct order.**

Paul:	Hi, Judith.	☐
Judith:	Well, I can't do Thursday, but Friday is OK.	☐
Paul:	Paul Robinson speaking.	1
Judith:	Oh, hello, Paul. This is Judith Preiss here.	2
Paul:	I'm sorry, Judith, I can't. But I can make Thursday or Friday.	☐
Judith:	Paul, I'm calling about that meeting. Can you make next Wednesday?	☐
Paul:	Of course. I can pick you up from the station if you like.	☐
Judith:	Ten o'clock's fine. Oh, and can I bring my colleague, Sabrina? You met her at the conference.	☐
Paul:	OK. Friday it is. Can we meet in the morning – say 10 o'clock?	☐
Judith:	Great. See you on Friday. Bye.	☐

C CD1.61 **Listen and check your answers.**

D **Look at the dialogue in Exercise B. Write questions beginning with *can*.**

Can Judith and Paul meet on Friday?

Work in pairs. Ask each other your questions. How much can you remember?

A: Can Paul meet Judith on Wednesday?

B: No, he can't.

E CD1.61 **Listen to the dialogue again. Then practise it with a partner.**

F **Complete the e-mail that Judith writes to Sabrina about the arrangements.**

To:	Sabrina Monti
From:	Judith Preiss
Subject:	Meeting with Paul Robinson

Sabrina

I called Paul Robinson about the meeting. He says he .....[1] make it on Wednesday, but he .....[2] do .....[3] at 10 o'clock. He says of course you .....[4] come with me! And he .....[5] pick us up from the .....[6]. .....[7] you text me today and let me know if Friday is still OK for you? I don't think we need to meet before Friday. We .....[8] go through my notes for the meeting on the train.

See you then,
Judith

G **Work in pairs. Role-play this situation.**

Student A: See below.
Student B: Turn to page 137.

Student A

Part 1

You plan to visit one of your company's overseas offices for a week. Student B works there. Ask him/her for this information:

- rent a car at the airport?
  Can I rent a car at the airport?
- change money at the airport?
- walk from the hotel to the office?
- use the Internet at the office?

Part 2

A visitor from head office (Student B) contacts you about a visit. Use these notes to answer his/her questions.

B: Can I use a computer?

A: Yes, you can. You can use the computer in my office.

- No, ... It's better on Wednesday.
- No, ... The office isn't open until 9 a.m.
- Yes, ... , but it's very busy at lunchtime.
- Yes, ... You can use the computer in my office.

READING

Business hotels

A **What kind of hotel do you like to stay in when you are on holiday or on business?**

B **Tick (✓) the facilities you expect to find in a business hotel.**

beauty salon	gift shop	business centre
health club	childcare service	tennis courts
concierge desk	restaurants	coffee shop

C **Underline the words from Exercise B in the text below.**

D **Take turns to ask and answer questions about the Hilton Tokyo.**

1 check your e-mail in your room?

A: *Can you check your e-mail in your room?* B: *Yes, you can.*

2 swim outside at the hotel?

B: *Can you swim outside at the hotel?* A: *No, you can't.*

3 play tennis at the hotel?

4 eat Chinese food in the Musashino?

5 host a dinner for 1,500 people?

6 use the health club at night?

7 get from Narita Airport direct to the hotel?

About the hotel

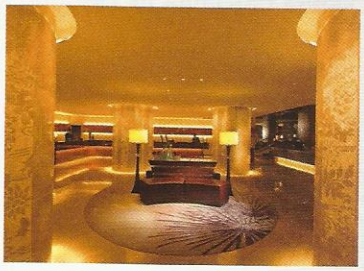
The Hilton Tokyo is in the centre of Tokyo's Shinjuku skyscraper business district. This luxury hotel has 808 guest rooms and a choice of seven inviting bars and restaurants.

Guests can swim in the hotel's indoor pool, play tennis on one of the two rooftop tennis courts, or relax in the jacuzzi and sauna in the hotel's 24-hour health club.

Guests can visit nearby Tokyo attractions, including Yoyogi Park, the Meiji Shrine and the Imperial Palace. For guests with children, the Tokyo Disney resort is about 20 kilometres from the hotel. The hotel's 24-hour reception team offers advice on places to visit. Guests can also book sightseeing tours and theatre tickets. Shinjuku's busy shops are a 10-minute walk from the hotel.

Guests feel at home in the spacious rooms, with large windows and city views. In each room, there is a desk, air conditioning and voicemail. Rooms have high-speed internet access, a flat-screen TV and on-demand videos.

The Musashino serves Japanese specialities. Le Pergolese offers French cuisine. Guests can try Chinese food at the Dynasty and order a midnight snack at the Marble Lounge.



The Hilton Tokyo is the perfect place for meetings. There are 16 meeting rooms. The largest room has space for 1,200 people. There is also a 24-hour business centre.

From Narita International Airport, the easiest way to arrive is to take the airport limousine. It takes about two hours. Getting around is easy. There is a free shuttle service from the hotel to Shinjuku station. The hotel is also directly connected to the Tokyo Metro subway.

E **Answer these questions.**

1 How far is the hotel from the Shinjuku shopping area?

2 How long is the business centre open?

3 How long does it take to travel from Narita Airport to the hotel?

F **Match the words on the left (1–6) to the words on the right (a–f) to make word partnerships from the text.**

1 business	a) views
2 indoor	b) rooms
3 sightseeing	c) district
4 city	d) pool
5 internet	e) tours
6 meeting	f) access

LANGUAGE FOCUS 2
there is / there are

- We often use *there is / there are* before *a/an* or *some/any*.
  There is an *indoor swimming pool.*
  There are *three restaurants.*
  There aren't any *shops in the area.*
  *'**Are there any** meeting rooms in the hotel?' 'Yes, **there are**.' / 'No, **there aren't**.*

→ page 148

A **Complete these sentences with the correct form of *there is* or *there are*.**

1 It's a very small airport. There aren't any shops in the terminal.

2 ..... a problem with my ticket?

3 ..... any aisle seats available.

4 ..... a stopover in Frankfurt.

5 ..... any flights to Zurich tonight?

6 I'm afraid ..... a flight to Warsaw this afternoon.

7 ..... two cafés in the terminal.

8 ..... any buses from the airport to the city centre?

B **In pairs, ask and answer questions about the facilities at the Hilton Tokyo.**

A: Is there a health club? B: Yes, there is.

B: How many guest rooms are there? A: There are 808.

C **Work in pairs. Role-play this situation.**

Student A: See below. Student B: Turn to page 139.

Student A

Part 1

You have a new job abroad. Student B lives there.
Ask him/her about these points.

- international school?
  Is there an international school?
- good local transport?
- big supermarkets?
- houses to rent with gardens?

Part 2

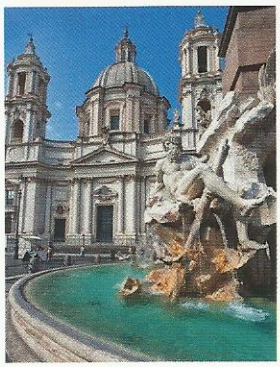
Student B has a new job abroad. You live in that country.
Use these notes to answer his/her questions.

B: Are there any good restaurants?
A: Yes, there are lots of good local restaurants.

- No, ... any cinemas.
- Yes, ... lots of good local restaurants.
- No, ... , but you can swim in one of the hotels.
- Yes, ... tennis club with five courts.

SKILLS

Making bookings and checking arrangements



A CD1.62 **Simon is flying to Rome on business. Listen to the phone call and choose the correct answers to these questions.**

1	When is Simon arriving?	Monday / Wednesday
2	When is he leaving?	Tuesday / Wednesday
3	What kind of room does he want?	single / double
4	How much does the room cost per night?	€120 / €150
5	How many nights is he staying at the hotel?	one night / two nights
6	What time will he arrive?	seven o'clock / six o'clock

B **Work in pairs. Study the Useful language box below. Then role-play the telephone call.**

Student A: You work for the Delta Hotel in Frankfurt, Germany.
Student B: You are a business traveller. You want to book rooms for yourself and a colleague.

A: Answer phone. Give name of hotel.

B: Give your name. Ask for two single rooms with baths from 16th to 20th July.

A: Check booking is for four nights from 16th to 20th July.

B: Price?

A: €150 per night for a single room.

B: Restaurant? Car park?

A: Restaurant: yes
Car park: no
Ask for credit-card details.

B: Visa number: 4921 4456 3714 1009
Expiry date: 12/16

Watch the phone call on the ***DVD-ROM.***

C **Work in the same pairs. Study the Useful language box.**

Student A: Turn to page 132.
Student B: Turn to page 136.

Role-play the telephone call.

USEFUL LANGUAGE

RECEPTIONIST / SALES EXECUTIVE

Hello, Capri Hotel / Big Bird Airways. How can I help you?

I can give you a single/double on the first floor.

Is that single (BrE) / one way (AmE) or return (BrE) / round trip (AmE)?

So, that's a single room for two nights, the 4th and 5th.

So, that's a round-trip business-class ticket from London Gatwick to New York?

Can I have your credit-card details, please?

And what are the last three digits of the security number on the back of the card?

What time do you expect to arrive?

Could you repeat that, please?

CALLER

I'd like to book a room from Tuesday the 4th to Thursday the 6th.

I'd like to book two tickets to New York, please.

How much is it per night?

Is there a restaurant in the hotel?

Is there a car park?

Is there a pick-up service?

Can I pay with American Express / MasterCard / Visa?

It's a Visa card. The number is ...

The expiry date is ...

What time does the flight arrive?

THE GUSTAV CONFERENCE CENTRE

Meeting the needs of different clients

4

Case study

Background

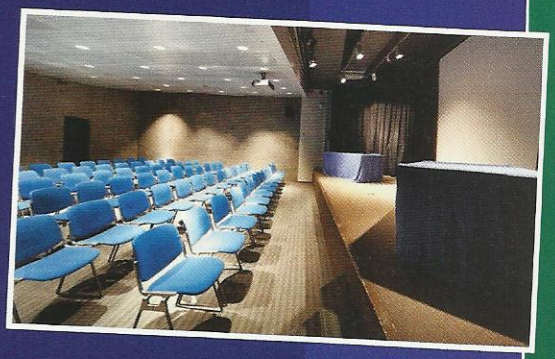
The Gustav Conference Centre is just outside the city centre of Vienna, Austria. Three companies want to stay at the conference centre during the period Friday July 7th to Sunday July 9th.

Read the information about the companies and their needs. Then read the information on the Conference Centre's meeting rooms on page 140.

Company	Number of staff	How long at conference?	Meeting rooms	Seminar rooms
Minnesota Chemicals	80	3 days	1	2 (every day)
Elegant Ways Beauty Products	90	3 days	1	2 (every day)
JooC Designs	35	2 days	1	1 (every day)

Notes

- Minnesota Chemicals is a large international company. It is a new customer for the Conference Centre.
- Elegant Ways Beauty Products and JooC Designs had conferences at the Centre last year.



Other requirements

- Minnesota Chemicals wants: video-conferencing; projector + large screen (5m x 4m), direct access to the terrace and garden
- Elegant Ways Beauty Products wants: video-conferencing; projector + large screen (5m x 4m), direct access to the terrace and garden, technical support
- JooC Designs wants: large screen (5m x 4m), 10 laptops, technical support

CD1.63 Listen to the conversation. The conference organiser from JooC Designs makes a request to the Conference Centre. Note down what she wants.

Task

1 **Work in pairs. You are the Manager and Assistant Manager of the Conference Centre. Discuss these questions.**

1 Which meeting room do you want to offer each company?
2 What will you say to the conference organiser at JooC Designs?
3 Is there a problem with the seminar rooms? If so, how can you solve it?

2 **The Manager of the Conference Centre telephones the conference organiser of each company. The Manager offers each organiser a meeting and seminar room, and discusses any problems. Role-play the telephone calls. Take turns playing the role of the Manager and conference organiser.**

We can offer you the ..... Room. It has a seating capacity of 100. There is a large screen, but ...

Writing

You are a receptionist at the Conference Centre. Choose one of the companies and write an e-mail to their conference organiser. Confirm the details of their stay. Include the date of arrival, the date of leaving, the type of meeting room, the number of seminar rooms and some of the room's best features.

→ *Writing file* page 126